<u>R E M A R K S</u>

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments, and the discussion that follows. Claims 1-20 are pending in this application. Claims 1, 2, 4, 10, 14, 15, and 20 have been amended. Claims 1-4 and 6-20 have been rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,978,247 to Bogart et al. ("Bogart") in view of U.S. Pat. No. 6,798,786 to Lo, et al. ("Lo"). Claim 5 has been rejected under 35 U.S.C. §103(a) as being unpatentable over Bogart and Lo further in view of Sonesh, et al. ("Sonesh") (U.S. Patent No. 6,046,762). After a careful review of the claims as amended, it is believed that the claims are in allowable form and a Notice of Allowance is respectfully requested.

Claims 1 and 15 have been amended for clarification and to recite maintaining a customer session under ongoing control of the conference controller through exchange of session control packets (see e.g., p. 7, lines 5-19). Claim 2 has been amended to claim disabling one or more channels (see e.g., p. 24, lines 17-20) and claim 10 has been amended to claim multiplexing between calls (see e.g., p. 27, lines 23-24). Claims 14 and 20 have been amended to claim incrementing the sequence number by an offset (see e.g., p. 16, lines 8-13).

Claims 1-4, 6, 8-13, and 15-19 have been rejected as being obvious over Bogart and Lo. Bogart is directed to a multi media customer care center divided into three separate application layers. However, Bogart does not describe each media handler with its own dedicated control interface; a conference controller; a bandwidth manager; estimating a bandwidth requirement; or selecting a media handler based upon the lowest bandwidth load. The Office Action cites passages at Col 5, lines 5-40; Col. 8, lines 55-65; and Col 9, lines 22-59 as describing a resource manager which estimates resources to allocate and select one of the handlers. However, these passages do not describe a bandwidth manager in any respect but merely generally describe the

8

various application layers. Further, Bogart does not disclose maintaining a customer session under ongoing control of the conference controller through exchange of session control packets to present multiple media services to the customer.

The Office Action concedes that allocating bandwidth and then estimating a bandwidth requirement and selecting a media handler based thereon, is not disclosed by Bogart, but asserts that it is disclosed by Lo. Lo discloses a system for managing the quality of voice calls over a data network based on usage information. Lo, however, while concerned with a determining bandwidth of the data network in selecting network resources elements, also does not disclose a bandwidth manager, estimating a bandwidth requirement of the customer contacts, or selecting a media handler based upon lowest bandwidth load or estimated bandwidth requirement. Rather, Lo is concerned with selecting network resources in the communication network to form the communications path. Further, Lo's network monitor does not estimate a bandwidth requirement of the customer contact; rather, it employs resource elements with relatively low bandwidth requirements if a larger number of calls have been made, and ranks resource elements based on predetermined attributes such as available bandwidth (Col 4, lines 32-51). This does not teach estimating the bandwidth requirement of the customer contact but rather concerns selecting network resources based upon overall network bandwidth usage. Further, Lo does not disclose selecting a media handler based upon the handler lowest bandwidth load. Instead, it merely determines network resources, not selection of media handlers nor basing a selection on the lowest media handler bandwidth load. There is no disclosure of estimating the bandwidth requirement of the contact, or selection of a media handler from a plurality of media handlers, nor is any selection based upon media handler bandwidth availability or lowest media handler bandwidth load. The cited passage of Lo at Col. 4, lines 10-55 merely describes improving performance of the communication network by selecting resources elements such as codecs and

9

packet size broadly taking into account numerous factors including bandwidth capacity of the network (but not estimated bandwidth of the contact, and not selection of a media handler). In addition, neither Bogart or Lo disclose maintaining a customer session under ongoing control of the conference controllers through exchange of session control packets to present multiple media services to the customer as now claimed in claims 1 and 15. Thus, these features are not disclosed by Bogart or Lo, or any other reference of record. Therefore, all independent claims 1, 8 and 15 are believed to distinguish over any combination of Bogart, Lo and Sonesh as are claims 2-7, 9-14 and 16-20 which are dependent upon allowable independent claims 1, 8 and 15.

Claim 2 has been amended to recite disabling one or more channels associated with the contact to lower the bandwidth requirement to enable selection if sufficient bandwidth is not available (see e.g., p. 24, lines 17-20). This feature is also not believed to be disclosed by the cited references and therefore Claim 2 is believed to be further distinguishable over the references. Claim 10 now claims the conference controller multiplexing between new and existing calls which is also not disclosed by the references. Claims 14 and 20 claim incrementing by an offset equal to the last sequence number plus one. These features are also not disclosed by the references and therefore claims 10, 14, and 20 are also believed to be further distinguishable over the cited references.

As discussed above, claims 1-20 are in allowable form and are not anticipated or rendered obvious by any combination of the cited references. Therefore, allowance of all pending claims 1-20 is believed to be in order and such action is respectfully requested. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,
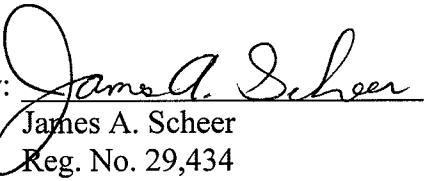
By: _James A. Scheer_
James A. Scheer
Reg. No. 29,434

Dated: August 29, 2008

WELSH & KATZ, LTD
120 South Riverside Plaza, 22nd Floor
Chicago, Illinois 60606
(312) 655-1500 Telephone
(312) 655-1501 Facsimile